

Name	Teledentistry
Date of Origin	12/4/2020
Current Effective Date	2/16/2022
Scheduled Review Date	2/16/2023

1. Policy

Managed Dental Care of Oregon (MDCO) is committed to providing oral health services to its members through teledentistry under various circumstances. MDCO believes in the proactive adoption of methods that increase access to services for its members, and teledentistry is one such method.

MDCO accomplishes teledentistry through its expanded-practice dental hygienist (EPDH) team as well as through its doctor providers.

Teledentistry is defined by OAR 410–123–1265(2) as “[both synchronous and asynchronous modalities,] using electronic and telecommunications technologies for the distance delivery of dental care services and clinical information designed to improve a patient’s health status and to enhance delivery of the health care services and clinical information.”

There are several ways in which MDCO utilizes dental codes D9995 and D9996 to deliver services generally covered as part of the primary service completed, in order to better serve its members through teledentistry.

2. Methods of Teledentistry

A. Asynchronous Teledentistry (D9996)

MDCO has several locations throughout the state in which it co-locates an EPDH outside the four walls of a dental office. The goal has been to reach children in a setting that reduces stress and strain on their families and increases provision of services.

Services Provided:

- Radiographs (D0220, D0230, D0272, D0274)
- Intraoral photos
- Hygiene assessment and treatment (D0191 and others)
- Disease assessment (D0601, D0602, D0603)
- Sealants (D1351, D1352)
- SDF and ITRs

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- ~~Fluoride varnish (D1206, D1208)~~
 - Oral hygiene instruction (D1330)
 - Nutritional counseling (D1310) and Tobacco Cessation (D1320)
 - Fluoride and/or Chlorhexidine prescriptions

Forward to Dentist to bill for the following possible procedure codes:

- Comprehensive oral evaluation – new or established patient (D0150)
- Periodic oral evaluation – established patient (D0120)
- Limited oral evaluation – problem focused (D0140)
- Re-evaluation – limit (D0170)
- Re-evaluation – post-operative office visit (D0171)

When services are provided, the telehealth dentist must be credentialed and privileged at both the originating and distant sites.

B. Synchronous Teledentistry (D9995)

MDCO allows benefits for limited and problem-focused evaluations (D0140, D0170, D0171) with audio and visual means. These evaluations are covered if performed in traditional practice settings or if completed through teledentistry.

For reference, oral evaluation procedure codes are noted as follows:

- D0140 limited oral evaluation – problem focused (new or established patient)

An evaluation limited to a specific oral health problem or complaint. This may require interpretation of information acquired through additional diagnostic procedures.

Report additional diagnostic procedures separately. Definitive procedures may be required on the same date as the evaluation. Typically, patients receiving this type of evaluation present with a specific problem and/or dental emergencies, trauma, acute infections, etc.

With D9995, D0140 may also be used in conjunction with D0601/D0602/D0603, D1310, D1320, and D1206 or D1208.

- D0170 re-evaluation – limited, problem focused (established patient; not post-operative visit)

Assessing the status of a previously existing condition. For example: a traumatic injury where no treatment was rendered but patient needs follow-up monitoring; evaluation for undiagnosed continuing pain; or, soft tissue lesion requiring follow-up evaluation.

- D0171 re-evaluation – post-operative office visit (established patient)
 - MDCO considers post-operative services covered as part of the primary service completed

Radiographs, photos, or videos are required for a billable visit along with date/time/duration of encounter. Sample video platforms used may be: Apple FaceTime or Skype, Facebook Messenger video chat, Google Hangouts video, Zoom. Photos acquired through secure email may also be used. Pre-recorded videos and/or static digital images (e.g. pictures), excluding radiology, must be specific to the member's condition as well as be adequate for rendering or confirming a diagnosis or a plan of treatment.

Applicable frequency limits for evaluation, including limited and problem-focused evaluations will remain in place.

MDCO considers D0190 or D0999 when MDCO member contacts dentist or EPDH who provides consultation with audio only.

MDCO considers D9311 – a dentist consultation with a medical provider – to be part of the dental services provided directly to the patient. No separate reimbursement is allowed.

- Telephone conversations, e-mail or text messages, and facsimile transmissions between a dentist and a MDCO member or between two dentists are not considered telehealth services and are not covered by MDCO when provided as standalone services.
- Remote consultations between practitioners, without a MDCO member present, including for the purposes of teaching or skill building, are not considered telehealth and are not reimbursable.

MDCO considers D9992 – case management/care coordination – when performed by a dentist as a code which may be billed in conjunction with

~~D9995. Photos, or videos are required for billable visit along with date/time/duration of encounter.~~

The acquisition, installation and maintenance of telecommunication devices or systems is not reimbursable.

Topical fluoride varnish is allowed as a synchronous method of teledentistry.

3. HIPAA Compliance

All teledental activities will comply with the HIPAA Security and Privacy rules. This means that, when dealing with a member's personal health information, information will be restricted to the minimum necessary to complete the objective and involve only those individuals who need to know. Likewise, information will be sent through secure means, including secure email, mail, phone call, or through other means with the member's consent.

In addition to what is stated in this policy, MDCO will follow the policies and protocols in the InterDent suite of security and privacy policies.

4. Revision Activity

Modification Date	Change or Revision	Effective Date
1/1/2021	Addition of topical fluoride varnish	1/1/2021
2/16/2022	Review	2/16/2022

5. Affected Departments

- All MDCO Administrative Staff
- All MDCO Providers

6. References

- OAR 410–123–1265
- InterDent security and privacy policies
- ADA Teledentistry Policy
- HIPAA Security and Privacy Rules